



Roger Barrow,  
President, Las Casitas Community of Owners

c/o Calle C/ Fuerteventura, 1. 35580 Yaiza, Lanzarote, Canary Islands, Spain

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July 2017

Dear Los Claveles Owner

**Los Claveles Club dispute with Ona Wimpen**

I am President of Las Casitas Community of Owners, another Wimpen resort in Lanzarote and I have been watching with interest, and a degree of disbelief, the development of the ongoing dispute between the Los Claveles Club and OnaGrup.

When OnaGrup first took over Wimpen, we also had very similar concerns to yours, but rather than react and rush immediately into a dispute with them, we decided to 'wait and see'. I am glad we did.

Ona Wimpen are now doing an excellent job for us and through patient and non-combative negotiation we have developed a good working relationship with them. They have made significant improvements to our income, reduced our bad debt provision, made improvements to our resort and are proving responsive to owners. Not all is perfect, there have been some 'bumps' along the way and Ona Wimpen still have a learning curve, but the relationship is improving all the time. Importantly, they now recognise that as our appointed administrators, they are responsible to us, the owners, for the efficient management of our resort, not the other way round!

We have an open Facebook page, not secret, and encourage free and frank public communication between owners and we have an open website. We have found open and transparent communication to work best.

I understand that you may say this is 'none of my business', but we are all part of the original 'Wimpen Family', and we share some owners. I am writing this message on my own initiative as I would be sorry to lose Los Claveles from the 'Wimpen Family' but I fear Los Claveles owners are being taken along a path which they may ultimately regret.

I sincerely hope the Los Claveles Club can resolve the dispute to the satisfaction of all.

Good luck

Roger Barrow  
President  
Las Casitas Community of Owners